

## **Unit Clerical**

### **US4030**

#### **Job Overview:**

The Unit Clerical will complete the clerical tasks assigned by the supervisor in accordance with corporate guidelines. Provide accurate, friendly, quality service to customers/clients when processing customer/client transactions. The Unit Clerical provides research, clerical, administrative, and technical support to the operation. They will serve as an information resource, will maintain office records, generate correspondence, liaise with clients, vendors, and outside entities, and will perform general clerical duties such as answering phones and processing expense reports. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ among accounts, depending on business necessities and client requirements.

#### **General Responsibilities:**

- Perform a variety of routine clerical and administrative tasks, including photocopying, filing, record-keeping, scheduling appointments, and operating office equipment.
- Serve as the primary point of contact for callers and visitors, answering and directing inquiries, taking messages, and providing information as needed.
- Manage incoming and outgoing mail and faxes efficiently, including sorting, routing, and processing inter-office and external correspondence.
- Prepare, edit, and distribute correspondence, presentations, reports, receipts, invoices, statements, and checks.
- Assist with daily and weekly reporting, meeting arrangements, agenda preparation, and summarizing action items.
- Maintain office records in accordance with Sodexo guidelines, including storage and destruction procedures.
- Order office supplies and materials using company purchasing programs, and oversee office calendar, travel arrangements, and expense processing.
- May handle cash deposits and support basic human resources functions such as benefits administration, personnel forms, and payroll processing.
- Assist fellow employees in other departments; serve as an information resource for the unit and provide education on administrative processes as needed.
- Ensure compliance with company safety and risk management policies, report accidents and injuries promptly, and participate in safety meetings and training.
- Attend designated training programs and perform other duties as assigned.

#### **Job Qualifications:**

##### **Experience/Knowledge:**

- High School diploma, GED, or equivalent experience.

- 1 or more years of previous administrative experience.

**Skills/Aptitude:**

- Presents self in a highly professional manner to others and understands that honesty and ethics are essential.
- Ability to maintain a positive attitude.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Maintains a professional relationship with all coworkers, vendor representatives, supervisors, managers, customers, and client representatives.
- Must have basic phone and computer skills (email, texting, etc.).
- Ability to work independently, exercising appropriate skills for effective judgment, creative problem solving, and taking initiative.
- Excellent communication skills, with the ability to deliver and interpret information across various sources.
- Exceptional computer literacy.
- Ability to communicate effectively both orally and in writing.

**License/Qualifications**

**Certifications:** None

**General Qualifications:**

- Willingness to be open to learning and growing.
- Maturity of judgment and behavior.
- Maintains high standards for work areas and appearance.
- Maintains a positive attitude.
- Ability to work a flexible schedule helpful.
- Must comply with any dress code requirements.
- Attends work and shows up for scheduled shift on time with satisfactory regularity.

**Physical Requirements:**

- Close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus, with or without corrective lenses.
- Significant walking or other means of mobility.
- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may exceed 8 hours.
- Ability to reach, bend, stoop, push and/or pull, and frequently lift up to 35 pounds and occasionally lift/move 40 pounds.

**Working Conditions (may add additional conditions specific to defined work location):**

- Generally in an indoor setting; however, may participate in outside activities and events.
- Varying schedule to include evenings, holidays, weekends, and extended hours as business dictates.
- While performing the duties of this job, the employee is primarily in a controlled, temperate environment; however, the employee may be exposed to heat/cold during support of outside activities.
- The noise level in the work environment is usually moderate to loud.

**Unit Description:** Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software, or registrations required to perform this job. Please describe the typical writing, speaking, and presentation skills required for this job and identify the audience.

**Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.**

Employee \_\_\_\_\_ Date \_\_\_\_\_  
Manager \_\_\_\_\_ Date \_\_\_\_\_